
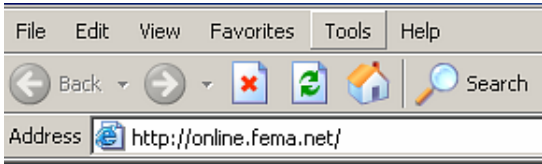
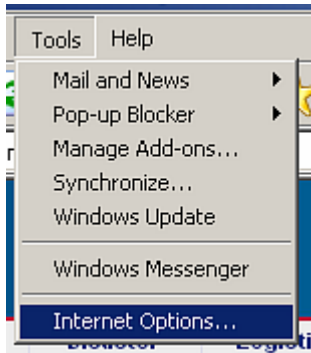
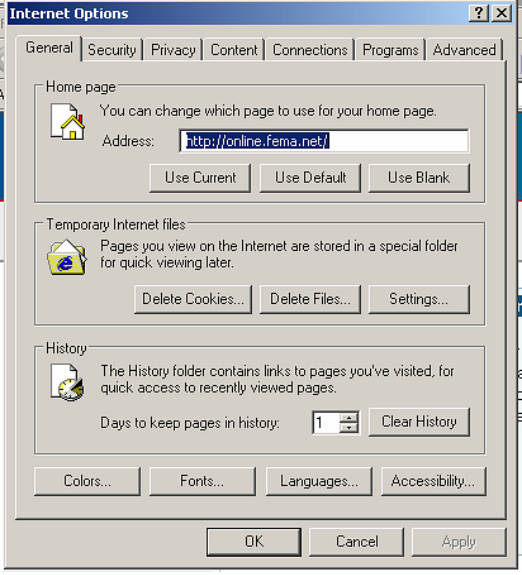
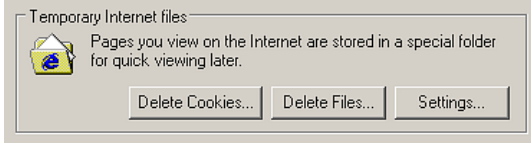
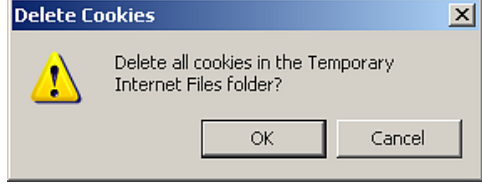
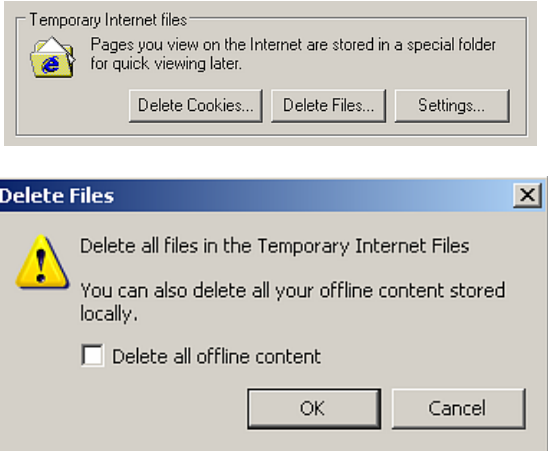


Self Help Guide- Browser Cookies and Files

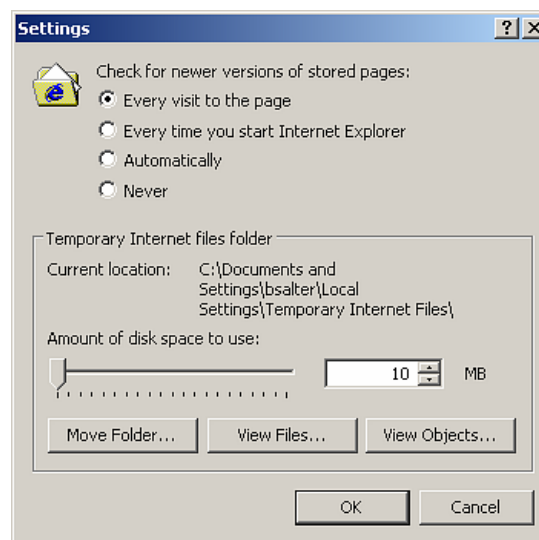
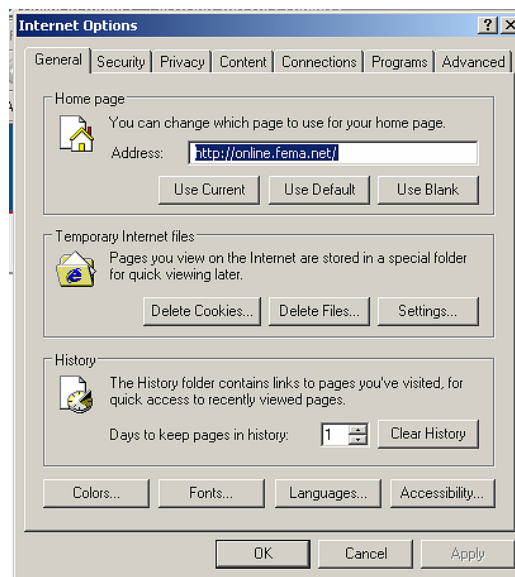
Self Help Guide: Clearing Your Internet Cookies and Temporary Internet Files	
<p>Some issues with submitting exams may be corrected by clearing an Internet browser's Temporary Internet files and cookies. Sometimes, an Internet browser will save files to help the browser load pages quicker at a later date. This can actually prevent the browser from seeing the most current information and settings.</p> <p>This Self Help guide is meant to help a student clear these files so they are able to complete their tasks without issues.</p>	
Open up Internet Explorer.	
Left click on the Tools button located in your menu bar located at the top of your Internet browser window.	
Then choose Internet Options	

Self Help Guide- Browser Cookies and Files

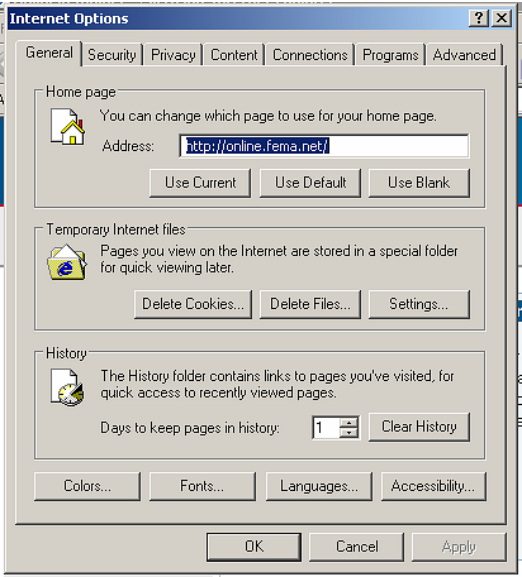




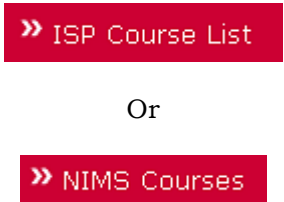
<p>An Internet Options menu will open in a separate window with the General tab information showing.</p>	 The Internet Options dialog box is shown with the General tab selected. It includes sections for Home page (with address http://online.fema.net/), Temporary Internet files, and History. Buttons for 'Delete Cookies...', 'Delete Files...', and 'Settings...' are visible under the Temporary Internet files section.
<p>First click on the Delete Cookies button.</p>	 A smaller dialog box titled 'Temporary Internet files' is shown, containing the 'Delete Cookies...', 'Delete Files...', and 'Settings...' buttons.
<p>Click OK to Delete the cookies.</p>	 A 'Delete Cookies' dialog box with a warning icon asks: 'Delete all cookies in the Temporary Internet Files folder?'. It has 'OK' and 'Cancel' buttons.
<p>Click on the Delete Files button, and then click OK to Delete the files.</p>	 Two dialog boxes are shown. The top one is 'Temporary Internet files' with 'Delete Cookies...', 'Delete Files...', and 'Settings...' buttons. The bottom one is 'Delete Files' with a warning icon, asking to delete all files in the Temporary Internet Files folder and offering an option to delete offline content. It has 'OK' and 'Cancel' buttons.

Self Help Guide- Browser Cookies and Files



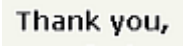
After that completes, Click on the **Settings** button. On that page, check to see if “Every visit to the page” is selected. If it is not, click in the circle beside that option then click on the **OK** button to save that option.



Self Help Guide- Browser Cookies and Files

<p>After all tasks are complete, click on the OK button at the bottom of the Internet Options window.</p>	
<p>Close out of the Internet browser (upper right-hand corner).</p>	
<p>Reopen your Internet Browser.</p>	
<p>Proceed back to our website. Click Enter or the Go button to accept the typed web address.</p>	
<p>Click on FEMA Independent Study located at the top of your screen.</p>	
<p>Click on ISP Course List from the menu to return to our main course list or NIMS Courses to narrow down the list to just NIMS courses.</p>	

Self Help Guide- Browser Cookies and Files

<p>Select the course number you accessed previously from the list and then select Take Final Exam to access the exam again.</p>	<ul style="list-style-type: none">• Take Final Exam <p>Or</p> <p></p>
<p>After completing the required information, click on the Send button to transmit the data to us.</p>	<p></p>
<p>Be sure that you receive a Thank you page after clicking the Send button. If you receive anything other than a Thank you page, there is an error submitting your exam. Call 301-447-1200 for assistance.</p>	<p></p>